



ELIGIBILITY SERVICES BY THE NUMBERS...

December 2025 *(Data Month: November 2025)*

PARTICIPANTS

- **CalFresh:** 384,155 recipients, down 5.11% from last year.
 - 121,281 child recipients (0-18), down 8.23% from last year.
 - 99,498 senior recipients (60+), up 1.31% from last year.
- **CalWORKs:** 52,162 recipients, down 0.57% from last year.
 - 38,266 child recipients (0-18), up 0.03% from last year.
 - Welfare-to-Work: 13,062 participants, down 2.48% from last year.
- **CMS:** 2 CMS recipients, down 75.00% from last year.
- **General Relief:** 5,334 recipients, down 12.27% from last year.
- **Medi-Cal:** 856,888 recipients, down 6.25% from last year.
 - 289,556 child recipients (0-18), down 4.81% from last year.
 - 20,102 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (November 2024 – November 2025)
			Previous Month	Previous Year	
CalFresh	231,852	384,155	-1.91%	-5.11%	540,241
CalWORKs	18,361	52,162	-1.45%	-0.57%	72,293
CMS	2	2	-50.00%	-75.00%	34
General Relief	5,319	5,334	-5.34%	-12.27%	16,601
Medi-Cal	503,999	856,888	-0.89%	-6.25%	1,065,386
Total	759,533	1,298,541	-1.24%	-5.72%	1,173,877**

*Recipients include 336,192 under ACA Medicaid Coverage Expansion (MCE).

The number of **unduplicated recipients for **all** programs.

PROCESSING

Applications Registered		
Program	November 2025	FYTD
CalFresh	11,959	81,235
CalWORKs	1,980	12,904
CMS	16	125
General Relief	3,376	21,440
Medi-Cal	14,185	77,949
Total	31,516	193,653

Renewals Generated		
Program	November 2025	FYTD
CalFresh	11,542	65,404
CalWORKs	1,748	8,419
CMS	2	13
General Relief	155	811
Medi-Cal	44,073	216,678
Total	57,520	291,325

Periodic Reports Generated		
Program	November 2025	FYTD
CalFresh	12,696	70,886
CalWORKs	1,237	7,020
General Relief	0	0
Medi-Cal	17	92
Total	13,950	77,998

Documents Imaged	
November 2025	FYTD
334,143	2,267,019

Tasks Created	
November 2025	FYTD
300,494	1,723,524

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	November 2024	November 2025	Change	FYTD
Total Calls	219,968	137,716	-82,252	870,688
Abandoned	4,944	794	-4,150	8,831
Average Wait Time	0:56	0:21	-0:35	0:30

Community Based Organization (CBO)				
Month	November 2024	November 2025	Change	FYTD
Total Calls	5,810	5,888	78	36,271
Abandoned	59	46	-13	304
Average Wait Time	1:18	0:49	-0:29	0:40

Emails Received	
November 2025	FYTD
1,801	11,699

FAMILY RESOURCE CENTER VISITS

Month	November 2024	November 2025	Change	FYTD
Total Tickets Issued	48,878	37,438	-31%	244,675
Average Wait Time (min.)	(*)	(*)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for November 2025

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

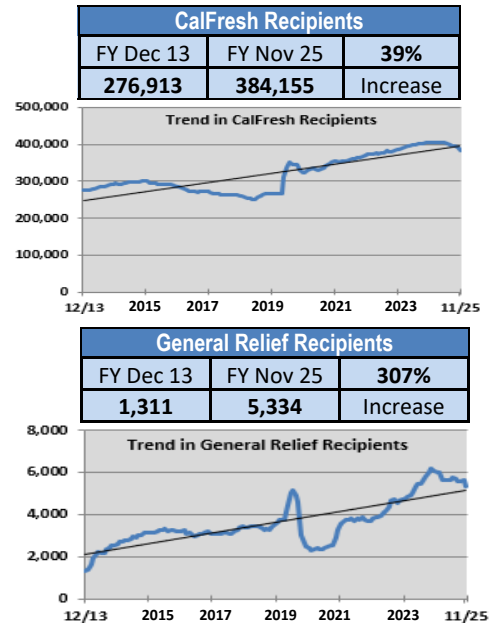
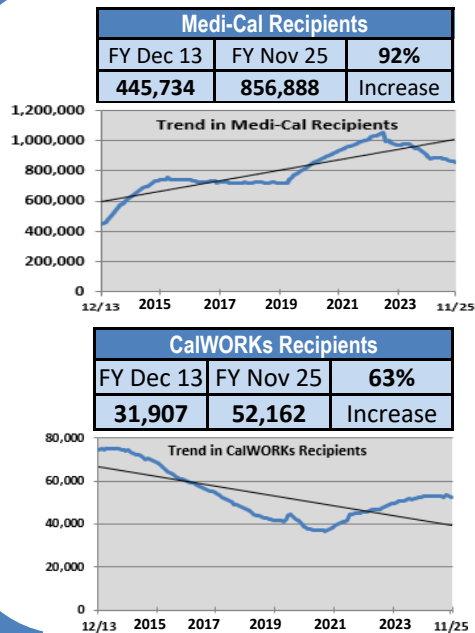
- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 20 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 90%
- Annual Renewal Timeliness = 91%

CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 17 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 93%
- Annual Renewal Timeliness = 89%

Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 20 Days
- Annual Renewal Timeliness = 91%



Office of Military and Veterans Affairs (OMVA) Data Tracker

OMVA Service Delivery	November 2025	FYTD
Calls Received	2,360	17,334
Calls Received- Average Wait Times	0:29	1:07
In-Person Customer Visits	1,284	10,782
Driver's License Applications	1	12
License Plate Applications	191	1,290
College Fee Waiver Applications	149	3,929
VA Claim Appointments Made	428	2,670
VA Claim Appointments Wait Time (Business Days)	11	12
Community Events	1	8
Contacts Made at Community Events	20	373